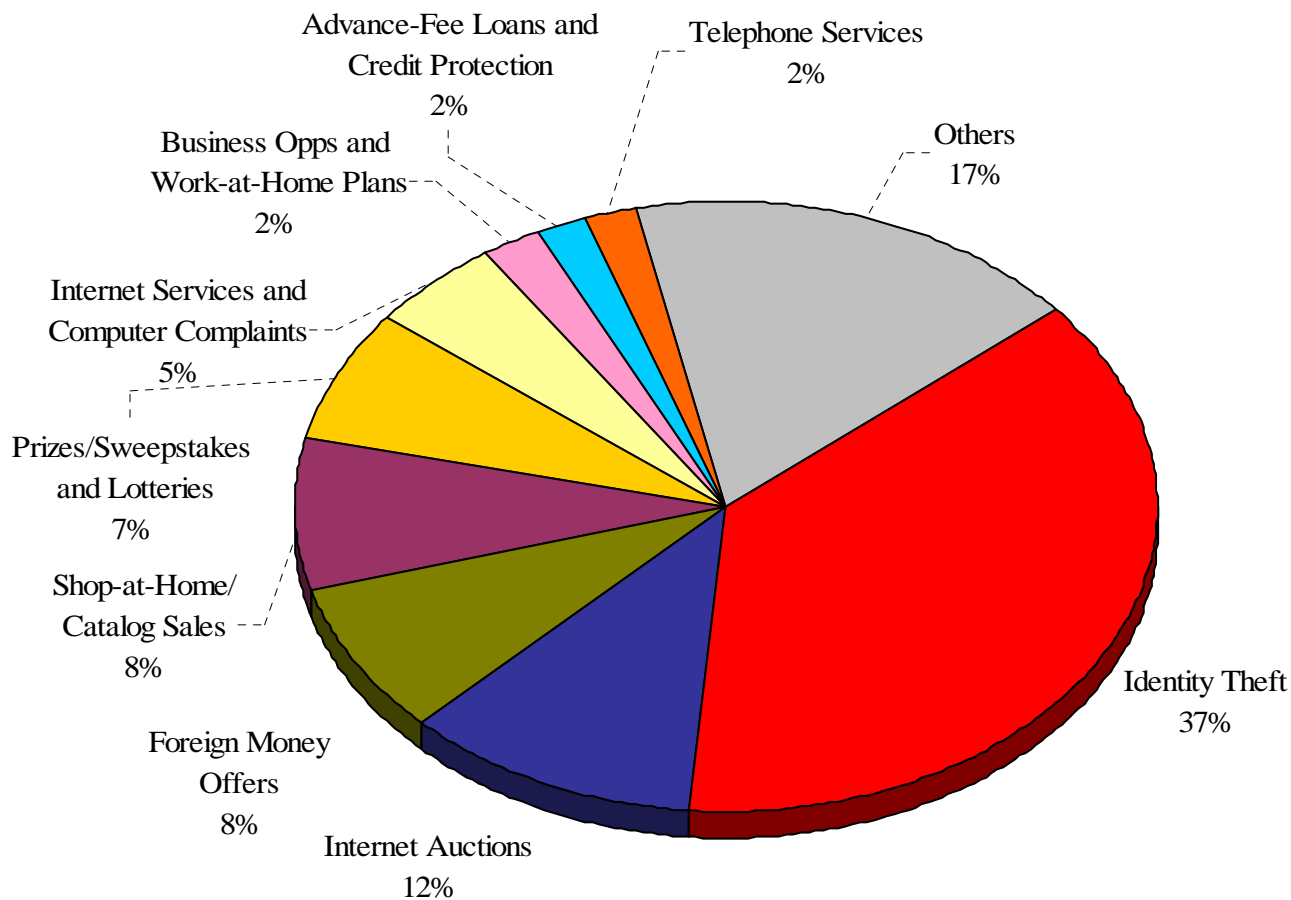


Sentinel Top Complaint Categories¹

January 1 – December 31, 2005



¹Percentages are based on the total number of Sentinel complaints (**686,683**) received between January 1 and December 31, 2005. For Sentinel category descriptions and three-year figures, see Appendices B1 and B2.